GOVERNMENT OF INDIA
FINANCE
LOK SABHA

UNSTARRED QUESTION NO:1894
ANSWERED ON:24.08.2007
UNSATISFACTORY SERVICES IN SBI
Singh Kunwar Rewati Raman

Will the Minister of FINANCE be pleased to state:

(a) whether the Government is aware that the fiinctioning of some branches of the State Bank of India in Delhi is not satisfactory;

(b) if so, the details thereof;

(c) whether there have been complaints regarding non-redressal of customer`s grievances in prompt way;

(d) if so, the details thereof during the last three years; and

(e) the remedial action taken by the Government in this regard?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI PAWAN KUMAR BANSAL)

(a) & (b) : State Bank of India (SBI) has reported that the fiinctioning of branches is monitored and rated through periodical inspections. During the course of such inspections by the bank no branch in Delhi has been rated as `not satisfactorily run.

(c) to (e) : The bank is able to ensure redressal of more than 90% complaints within the stipulated time frame of three weeks, unless the complaint requires a detailed investigation. Even in such cases the investigation is completed in a time bound manner and suitable action is taken.

To improve customer service, steps taken by the bank, inter-alia, include, setting up of suitable grievance redressal mechanisms at all branches/Controlling Offices to ensure prompt redressal of complaints. Customer Service at branches is regularly reviewed by the Branch Manager/Controllers and suitable steps are taken to remove deficiencies, if any. Customer Relations Programs and Customer Service Committee Meetings are held at stipulated intervals at branches, etc. where customer grievances and ways to improve customer services are discussed.